

# SANDY VALLEY WATER DISTRICT

P.S.C. KY No. 2

Cancels P.S.C. KY No. \_\_\_\_\_

**SANDY VALLEY WATER DISTRICT**

**OF**

**P. O. BOX 127 BETSEY LAYNE KY 41605**

**RATES, RULES AND REGULATIONS FOR FURNISHING**

**WATER SERVICE**

**AT**

**ENTIRE SYSTEM**

**FILED WITH PUBLIC SERVICE COMMISSION OF**

**KENTUCKY**

**ISSUED** February 3 , 19 95 **EFFECTIVE** February 3 , 19 95

**PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE**

**ISSUED BY** Sandy Valley Water District  
(Name of Utility)

**FEB 03 1995**

**PURSUANT TO 807 KAR 5011,  
SECTION 9 (1)**

**BY:** *Gordon C. Neal*  
**FOR THE PUBLIC SERVICE COMMISSION**

**BY** *E. H. Smith*

*Chairman*

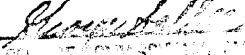
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PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

OCT 29 1992

PURSUANT TO 807 KAR 5:011.  
SECTION 9 (1)

BY:   
PUBLIC SERVICE COMMISSION

FOR West Pike County/East Floyd County  
Community, Town or City

P.S.C. KY. NO. \_\_\_\_\_

SHEET NO. \_\_\_\_\_

CANCELLING P.S.C. KY. NO. \_\_\_\_\_

SHEET NO. \_\_\_\_\_

Sandy Valley Water District  
(Name of Utility)

## RATES

## Monthly Rate:

5/8 Inch x 3/4 Inch Meter

First	2,000	gallons
Next	3,000	gallons
Next	15,000	gallons
Next	30,000	gallons
Next	50,000	gallons
Over	100,000	gallons

\$11.10 Minimum Bill
4.55 per 1,000 gallons
4.15 per 1,000 gallons
3.67 per 1,000 gallons
3.44 per 1,000 gallons
3.27 per 1,000 gallons

1 Inch Meter

First	5,000	gallons
Next	15,000	gallons
Next	30,000	gallons
Next	50,000	gallons
Over	100,000	gallons

\$24.75 Minimum Bill
4.15 per 1,000 gallons
3.67 per 1,000 gallons
3.44 per 1,000 gallons
3.27 per 1,000 gallons

2 Inch Meter

First	25,000	gallons
Next	25,000	gallons
Next	50,000	gallons
Over	100,000	gallons

\$105.35 Minimum Bill
3.67 per 1,000 gallons
3.44 per 1,000 gallons
3.27 per 1,000 gallons

3 Inch Meter

First	50,000	gallons
Next	50,000	gallons
Over	100,000	gallons

\$197.10 Minimum Bill
3.44 per 1,000 gallons
3.27 per 1,000 gallons

4 Inch Meter

First	100,000	gallons
Over	100,000	gallons

\$369.10 Minimum Bill
3.27 per 1,000 gallons

## Wholesale Rate

Mountain Water District  
All other bulk users

\$2.45 per 1,000 gallons
3.27 per 1,000 gallons

DATE OF ISSUE \_\_\_\_\_

Month / Date / Year

DATE EFFECTIVE \_\_\_\_\_

Month / Date / Year

ISSUED BY \_\_\_\_\_

(Signature of Officer)

TITLE \_\_\_\_\_

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

IN CASE NO. 2004-00156DATED 4/30/4

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
5/26/2004  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

By \_\_\_\_\_

Executive Director

TOTAL P.02

## Form for filing Rate Schedules

FOR ENTIRE SYSTEM

Community, Town or City

P.S.C. KY NO. 2ORIGINAL SHEET NO. 2

CANCELLING P.S.C. KY NO. \_\_\_\_\_

SHEET NO. \_\_\_\_\_

SANDY VALLEY WATER DISTRICT

## CLASSIFICATION OF SERVICE

RATE  
PER UNITWHOLESALE WATER SERVICE

ALL USAGE

\$2.22 PER 1,000 GALLONS

MOUNTAIN WATER DISTRICT

1.90 PER 1,000 GALLONS

TAP FEES

5/8 INCH X 3/4 INCH RESIDENTIAL METER

\$475.00

ALL OTHER SIZED METERS

ACTUAL COST

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

FEB 03 1995

PURSUANT TO 807 KAR 5011,  
SECTION 9 (1)BY: Quentin C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

DATE OF ISSUE February 3, 1995

DATE EFFECTIVE February 3, 1995

MONTH DATE YEAR

MONTH DATE YEAR

ISSUED BY

TITLE

Signature of Officer

Issued by authority of an Order of the Public Service Commission of Kentucky  
in Case No. 89-446 dated 3-3-95

FOR ENTIRE SYSTEM

P.S.C. KY NO. 2

ORIGINAL SHEET NO. 3

SANDY VALLEY WATER DISTRICT

CANCELLING P.S.C. KY NO. \_\_\_\_\_

SHEET NO. \_\_\_\_\_

### RULES AND REGULATIONS

This schedule of rules and regulations govern the furnishing of water service by the Sandy Valley Water District hereinafter referred to as the "Utility" and applies to all service received from the Utility. No employee or individual director of the Utility is permitted to make an exception to rates, rules or regulations. All rules and regulations are to be in effect so long as they are not in conflict with Public Service Commission rules and regulations. The Utility is further subject to all rules and regulations of the Commission even though not contained herein.

#### REVISIONS

These rules and regulations may be revised, amended, supplemented or otherwise changed from time to time subject to the approval of the Public Service Commission, and shall have the same force as the present rules and regulations.

#### SERVICE TO CUSTOMER

The Utility furnishes water service to portions of Pike and Floyd Counties. Water service is available to any domestic, commercial or industrial customer within the Utility's service area. Each customer, prior to receiving water service, shall sign a service agreement with the Utility. All customers shall protect the equipment of the Utility on his premises and shall not interfere with the Utility's property or permit any interference except by duly authorized representatives of the Utility. All customers shall give immediate notice to the Utility of any irregularities, defects or unsatisfactory service known to the customer. The Utility is responsible for water failure only when in control of the Utility's employees. No customer will be paid damages for equipment unless such damages are specifically found to be caused by an act of negligence on the part of the Utility or its employees.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

FEB 03 1995

PURSUANT TO 807 KAR 5011,  
SECTION 9 (1)

DATE OF ISSUE February 3, 1995

DATE EFFECTIVE

BY: Charles C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

MONTH DATE YEAR

ISSUED BY

MONTH DATE YEAR

SIGNATURE OF OFFICER

TITLE

ADDRESS

FOR ENTIRE SYSTEM

P.S.C. KY NO. 2

ORIGINAL SHEET NO. 4

SANDY VALLEY WATER DISTRICT

CANCELLING P.S.C. KY NO. \_\_\_\_\_

SHEET NO. \_\_\_\_\_

**RULES AND REGULATIONS**

**SERVICE TO CUSTOMER (continued)**

A separate meter connection shall be installed for each residential, commercial and industrial customer. A customer shall not permit any other connections to the Utility's water line, meter or the customer's service line without prior written consent from the Utility. The Utility requires each customer to install a service line rated at 200 psi or more, and that the service line be buried at least 18 inches below the ground surface. The customer must furnish and maintain a cut off valve on the customer's side of the meter. The customer also must disconnect any prior water supply before receiving service from the Utility and shall not connect any other water supply after receiving water service from the Utility.

The Utility may at any time deemed necessary, suspend water service to any customer or customers for the purpose of making repairs, changes or improvements upon any part of its system. The Utility shall give reasonable notice of such suspension of service to the customer. The Utility shall be responsible for the maintenance of that portion of the service line installed by the Utility and the customer shall be responsible for the maintenance of that portion thereof installed by or for the customer.

**METER READING**

Customer meters will be read each month by Utility personnel unless prevented by reasons beyond the Utility's control, such as inclement weather.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

**LINE RELOCATIONS**

When necessary to move or relocate facilities, the cost will be paid by the party or parties requesting such relocation.

PURSUANT TO 607 KAR 50.11,  
SECTION 9 (1)

BY: Jordan H. Hall  
FOR THE PUBLIC SERVICE COMMISSION

DATE OF ISSUE February 3, 1995

DATE EFFECTIVE February 3, 1995

MONTH DATE YEAR

MONTH DATE YEAR

ISSUED BY

SIGNATURE OF OFFICER

TITLE

ADDRESS

FOR ENTIRE SYSTEM

P.S.C. KY NO. 2

ORIGINAL SHEET NO. 5

CANCELLING P.S.C. KY NO. \_\_\_\_\_

SHEET NO. \_\_\_\_\_  
PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

SANDY VALLEY WATER DISTRICT

**RULES AND REGULATIONS**

FEB 03 1995

**NON-RECURRING CHARGES**

PURSUANT TO 807 KAR 5011,  
SECTION 9 (1)

BY: Gordon E. Neal  
FOR THE PUBLIC SERVICE COMMISSION

**LATE PAYMENT PENALTY**

Bills for water service furnished by the Utility will be mailed no later than the tenth (10th) day of the month and will be due and payable within twenty (20) days. A 10% late payment penalty fee shall be charged to each customer who does not pay a bill in full by the due date.

**TURN-ON CHARGE**

A charge of twenty dollars (\$20.00) shall be assessed for a new service turn on, seasonal turn on or temporary service. A turn on charge will not be made for initial installation of service where a tap-fee is applicable. If a customer requests that service be turned on, at a time other than during regular working hours, a charge of forty dollars (\$40.00) shall be assessed.

**RECONNECTION**

A charge of twenty dollars (\$20.00) shall be assessed to reconnect a service which has been terminated for non-payment of bills or for violation of Utility or Public Service Commission rules and regulations. If a customer requests that service be reconnected, at a time other than during regular working hours, a charge of forty dollars (\$40.00) shall be assessed.

**SERVICE INVESTIGATION**

A charge of twenty dollars (\$20.00) shall be assessed for each service investigation except when an interruption of service is caused by the failure of the Utility's facilities. If a customer requests a service investigation, at a time other than during regular working hours, a charge of forty dollars (\$40.00) shall be assessed notwithstanding the aforementioned exception.

DATE OF ISSUE February 3, 1995  
MONTH DATE YEAR

DATE EFFECTIVE February 3, 1995  
MONTH DATE YEAR

ISSUED BY \_\_\_\_\_

SIGNATURE OF OFFICER

TITLE

ADDRESS



FOR ENTIRE SYSTEM

P.S.C. KY NO. 2

ORIGINAL SHEET NO. 6

SANDY VALLEY WATER DISTRICT

CANCELLING P.S.C. KY NO. \_\_\_\_\_

SHEET NO. \_\_\_\_\_  
PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

**RULES AND REGULATIONS**

FEB 03 1995

**NON-RECURRING CHARGES (continued)**

PURSUANT TO 807 KAR 50.11,  
SECTION 9 (1)

BY: James C. Paul  
FOR THE PUBLIC SERVICE COMMISSION

**INSPECTION FEE**

In a case where a state plumbing permit is not obtained and the state plumbing inspector does not inspect a customers service line, a charge of twenty-five dollars (\$25.00) shall be assessed for the Utility to inspect the customer's service line.

**TERMINATION/FIELD COLLECTION**

A charge of twenty dollars (\$20.00) shall be assessed for any service termination call made by Utility personnel, provided that the utility terminates the service, or if the customer pays the delinquent bill to avoid termination, or if the customer and the Utility representative agree that the delinquent bill will be paid at the Utility office on or before a specific date. The utility will make a termination/field collection charge only once in any billing period.

**METER TEST REQUEST**

Upon receipt of a written request by a customer, the Utility shall perform a test on the customer's meter, provided that such request is not made more frequently than once in a twelve month period. The customer shall be given the opportunity to be present when the test is conducted. If the test shows that the customer's meter is not more than two percent (2%) fast, the Utility shall charge the customer twenty dollars (\$20.00) for the test.

**RETURN CHECK CHARGE**

In the event a customer's check is returned by the Utility's bank due to "insufficient funds", or is dishonored by the customer's bank for any reason that is the fault of the customer, the Utility shall charge a fee of twenty dollars (\$20.00).

DATE OF ISSUE February 3, 1995

DATE EFFECTIVE February 3, 1995

MONTH DATE YEAR

MONTH DATE YEAR

ISSUED BY



SIGNATURE OF OFFICER

TITLE

ADDRESS

FOR ENTIRE SYSTEM

P.S.C. KY NO. 2

ORIGINAL SHEET NO. 6

SANDY VALLEY WATER DISTRICT

CANCELLING P.S.C. KY NO. \_\_\_\_\_

SHEET NO. \_\_\_\_\_

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**RULES AND REGULATIONS**

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**NON-RECURRING CHARGES (continued)**

**INSPECTION FEE**

In a case where a state plumbing permit is not obtained and the state plumbing inspector does not inspect a customers service line, a charge of twenty-five dollars (\$25.00) shall be assessed for the Utility to inspect the customer's service line.

**TERMINATION/FIELD COLLECTION**

A charge of twenty dollars (\$20.00) shall be assessed for any service termination call made by Utility personnel, regardless of whether the termination of service is performed or if the customer pays the delinquent bill to avoid termination, or if the customer and the Utility representative agree that the delinquent bill will be paid at the Utility office on or before a specific date.

**METER TEST REQUEST**

Upon receipt of a written request by a customer, the Utility shall perform a test on the customer's meter, provided that such request is not made more frequently than once in a twelve month period. The customer shall be given the opportunity to be present when the test is conducted. If the test shows that the customer's meter is not more than two percent (2%) fast, the Utility shall charge the customer twenty dollars (\$20.00) for the test.

**RETURN CHECK CHARGE**

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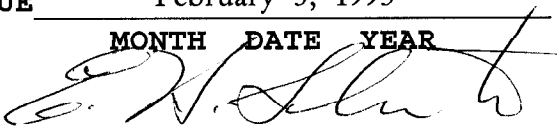
DATE OF ISSUE February 3, 1995

DATE EFFECTIVE February 3, 1995

MONTH DATE YEAR

MONTH DATE YEAR

ISSUED BY



*Chairman*

SIGNATURE OF OFFICER

TITLE

ADDRESS

FOR ENTIRE SYSTEM

P.S.C. KY NO. 2

ORIGINAL SHEET NO. 7

CANCELLING P.S.C. KY NO. \_\_\_\_\_

SHEET NO. \_\_\_\_\_

SANDY VALLEY WATER DISTRICT

## RULES AND REGULATIONS

### **MONITORING CUSTOMER USAGE**

At least once a year the Utility will monitor each customer's usage according to the following procedure.

1. The customer's annual usage for the most recent 12-month period will be compared with the annual usage for the 12 months immediately preceeding that period.
2. If the annual usage for the two 12-month periods are substantially the same or if any difference is known to be attributed to unique circumstances, such as unusual weather conditions common to all customers, no further review will be done.
3. If the annual usage differs by greater than two percent (2%), higher or lower, and cannot be attributed to a readily identified common cause, the Utility will compare the customer's monthly usage records during the most recent 12-month period with the monthly usage for the corresponding months in the preceeding 12-month period.
4. If the cause for the deviation in usage cannot be determined from the comparative analysis of the customer's meter reading and billing records, then the Utility will contact the customer by telephone or in writing to determine whether there have been changes such as an increase in the number of household members or work staff, additional or different appliances or equipment, changes in business volume, or any known leaks on the customer's service line.
5. Where the deviation in usage is not otherwise explained, the Utility will test the customer's meter, at no charge, to determine whether it shows an average error greater than two percent (2%) fast or slow.
6. The Utility will notify the customer of the investigation of usage, its findings, and any refunds or backbilling in accordance with 807 KAR 5:006, Section 10 (4) and (5).

**In addition to the annual monitoring of customer usage, the Utility will immediately investigate usage deviations brought to its attention as a result of its on-going meter reading and billing processes or customer inquiries.**

DATE OF ISSUE February 3, 1995

DATE EFFECTIVE February 3, 1995

MONTH DATE YEAR

MONTH DATE YEAR

ISSUED BY

SIGNATURE OF OFFICER

TITLE

ADDRESS

FOR ENTIRE SYSTEM

P.S.C. KY NO. 2

ORIGINAL SHEET NO. 8

SANDY VALLEY WATER DISTRICT

CANCELLING P.S.C. KY NO. \_\_\_\_\_

\_\_\_\_\_  
SHEET NO. \_\_\_\_\_

**RULES AND REGULATIONS**

**CUSTOMER DEPOSITS**

**EQUAL DEPOSITS**

The Utility may require a deposit of twenty five dollars (\$25.00) for residential customers and fifty dollars (\$50.00) for commercial customers. This residential or commercial customer deposit, if required, will not exceed 2/12 of the estimated average annual bill.

**INTEREST**

Interest will be paid annually at a rate no greater than the Utility receives and at no time exceed six percent (6%) either by refund or credit to the customer's bill. Except that no refund or credit shall be made if the customer's bill is delinquent on the anniversary date of the deposit.

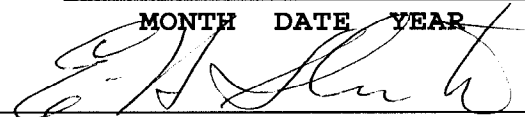
DATE OF ISSUE February 3, 1995

DATE EFFECTIVE February 3, 1995

MONTH DATE YEAR

MONTH DATE YEAR

ISSUED BY

  
SIGNATURE OF OFFICER

Chairman  
TITLE

ADDRESS

FOR ENTIRE SYSTEM

P.S.C. KY NO. 2

ORIGINAL SHEET NO. 9

SANDY VALLEY WATER DISTRICT

CANCELLING P.S.C. KY NO. \_\_\_\_\_

SHEET NO. \_\_\_\_\_

**RULES AND REGULATIONS**

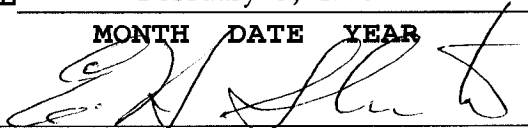
**DISCONTINUATION OF SERVICE**

The Utility may refuse or discontinue service to an applicant or customer, after proper notification, for failure to comply with its rules and regulations or the rules and regulations of the Public Service Commission or any other state or federal agency with jurisdiction.

Service may be discontinued when a customer or applicant refuses or neglects to provide reasonable access to the premises, for fraudulent or illegal use of service, or for nonpayment of bills. If discontinuance of service is for nonpayment of bills, the customer will be given five-days written notice, separate from the original bill, and discontinuance will not be less than twenty (20) days from the mailing date of the original bill.

If, prior to disconnection, a residential customer presents to the utility a written certificate signed by a physician, registered nurse, or other public health officer that such disconnection will aggravate an existing illness or infirmity at the affected premises, service will not be terminated for thirty (30) days beyond the service termination date. An extension period may not be granted beyond the thirty (30) days unless a second health certificate is accompanied with an agreed partial payment plan.

If a dangerous condition is found to exist on a customer's premises the service may be refused or terminated without notice, provided that notice be given immediately after stating the reason or reasons for the refusal or discontinuance of service and the required corrective measures to be taken before service can be granted or restored.

DATE OF ISSUE <u>February 3, 1995</u>		DATE EFFECTIVE <u>February 3, 1995</u>	
MONTH DATE YEAR		MONTH DATE YEAR	
ISSUED BY <u></u>	<u>Chairman</u>		
SIGNATURE OF OFFICER	TITLE	ADDRESS	

FOR ENTIRE SYSTEM

P.S.C. KY NO. 2

ORIGINAL SHEET NO. 10

CANCELLING P.S.C. KY NO. \_\_\_\_\_

SHEET NO. \_\_\_\_\_

SANDY VALLEY WATER DISTRICT

**RULES AND REGULATIONS**


**DISCONTINUATION OF SERVICE (continued)**

The Utility will not refuse service to landlords with good payment histories at their rental properties because of a delinquent bill owed by a former tenant even when the new tenant is a delinquent customer of the Utility. Likewise, a tenant with a good payment history will not be denied service because of a prior delinquency incurred by a customer at that address. The Utility will not terminate existing service to a nondelinquent customer because that customer allows a delinquent customer to move into their home. The Utility can deny service to an applicant who is a member of a delinquent household where the delinquent customer continues to live and use the service in the household. The Utility will not terminate service at a nondelinquent address when that customer has multiple accounts and one or more delinquencies, however, the Utility may deny a new service to an applicant because of a delinquency at another address.

When a customer's service is disconnected at one location and then connected at another, the balance due at the previous location may be transferred to the new location. The service at the new location may be discontinued if the customer becomes delinquent in paying the original balance.

**PENALTIES**

A penalty shall be assessed only once on each delinquent monthly bill. When a penalty is assessed due to late payment, any payment received shall first be applied to the bill for service rendered. In subsequent billings, a penalty shall not be assessed on any unpaid penalty.

DATE OF ISSUE February 3, 1995 DATE EFFECTIVE February 3, 1995  
MONTH DATE YEAR MONTH DATE YEAR  
ISSUED BY  Chairman  
SIGNATURE OF OFFICER TITLE ADDRESS

FOR ENTIRE SYSTEM

P.S.C. KY NO. 2

ORIGINAL SHEET NO. 11

SANDY VALLEY WATER DISTRICT


CANCELLING P.S.C. KY NO. \_\_\_\_\_

SHEET NO. \_\_\_\_\_

**RULES AND REGULATIONS**

**CUSTOMER COMPLAINTS**

When a customer makes a complaint to the Utility's office, by telephone or in writing, the Utility shall make a prompt and complete investigation and advise the customer of its findings. The Utility shall keep a record of all written complaints concerning its service. Records shall show: name and address of the complainant, date and nature of the complaint, and the adjustment or disposition of the complaint. These records shall be kept for two (2) years from the date of the resolution of the complaint. If a written complaint or a complaint made in person at the Utility's office is not resolved, the Utility shall provide written notice to the complainant of his/her right to file a complaint with the Public Service Commission. If a telephone complaint is not resolved, the Utility shall provide at least oral notice to the complainant of his/her right to file a complaint with the Public Service Commission, and the address and telephone number of the Public Service Commission.

DATE OF ISSUE February 3, 1995 DATE EFFECTIVE February 3, 1995  
MONTH DATE YEAR MONTH DATE YEAR  
ISSUED BY  Chairman  
SIGNATURE OF OFFICER TITLE ADDRESS

**WITNESSETH**

BY: Charles  
PUBLISHED



SANDY VALLEY WATER DISTRICT  
P.O. BOX 127 BETSY LAYNE KENTUCKY 41605  
PHONE 478-5500 EMERGENCY # 478-5690

PAGE 13.

WELCOME TO SANDY VALLEY WATER DISTRICT, WE'RE GLAD TO HAVE YOU AS A CUSTOMER, BELOW YOU WILL FIND SOME INFORMATION WE HOPE WILL BE HELPFUL TO YOU AS A NEW CUSTOMER OF OUR WATER DISTRICT.

OFFICE HOURS : 8:00 A.M. TILL 4.00 P.M. MONDAY THRU FRIDAY  
CLOSED FROM 11:30 TILL 12:30 FOR LUNCH

OUR OFFICE IS LOCATED AT BETSY LAYNE, BEHIND HAYES COMPLEX

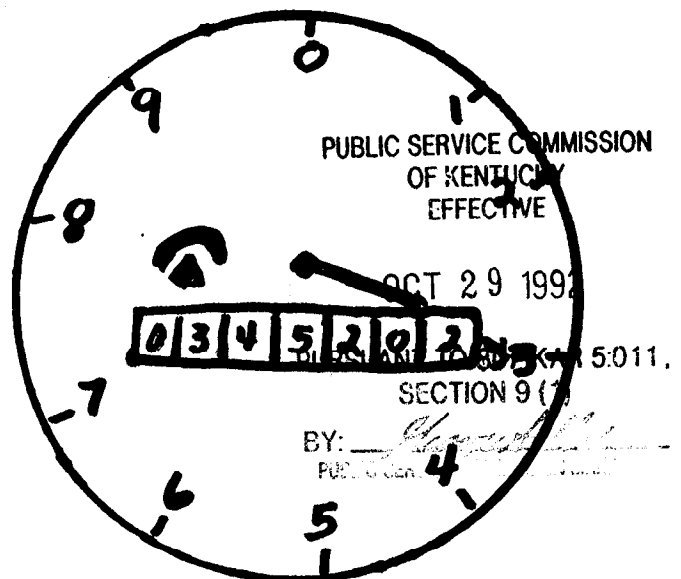
REQUIREMENTS FOR SERVICE LINES FROM THE METER TO RESIDENCE OR BUSINESS

- #1. SERVICE LINE SHALL BE AT LEAST 18" DEPTH. FIRST 6" OF BACKFILL SHALL BE MINUS OF ROCK.
- #2. 3/4" SERVICE LINE SHALL BE AT LEAST 200 PSI
- #3. CUT-OFF VALVE SHALL BE INSTALLED FOR YOUR USE IN CASE OF A LEAK IN YOUR LINE. THIS CUT-OFF SHALL BE LOCATED BEHIND THE METER ON THE CUSTOMER'S SIDE.
- #4. A CHECK VALVE OR AN APPROVED BACKFLOW PREVENTION DEVICE SHALL BE INSTALLED TO PREVENT WATER HEATER ELEMENT FROM BURNING OUT IN CASE OF A LEAK OR SHUT-OFF ON THE DISTRICT'S LINE.
- #5. CROSS CONNECTION TO OTHER WATER SOURCES

YOUR WATER METER WILL BE READ THE LATTER PART OF EACH MONTH BY AN EMPLOYEE OF SANDY VALLEY WATER DISTRICT. SHOULD YOU WISH TO READ YOUR OWN METER, THE DIAGRAM BELOW SHOWS YOU HOW

THIS METER READS:

THREE HUNDRED , FORTY FIVE  
THOUSAND GALLONS  
345



P.S.C. Ky. No. 1

ORIGINAL Sheet No. 14

Cancelling P.S.C. Ky. No. 1

ORIGINAL Sheet No. 14

SANDY VALLEY WATER DISTRICT

RULES AND REGULATIONS

CUSTOMER COMPLAINTS

WHEN A CUSTOMER MAKES A COMPLAINT TO THE UTILITY'S OFFICE, BY TELEPHONE OR IN WRITING, THE UTILITY SHALL MAKE A PROMPT AND COMPLETE INVESTIGATION AND ADVISE THE CUSTOMER OF ITS FINDINGS. THE UTILITY SHALL KEEP A RECORD OF ALL WRITTEN COMPLAINTS CONCERNING ITS SERVICE. RECORDS SHALL SHOW NAME AND ADDRESS OF THE COMPLAINANT, DATE AND NATURE OF THE COMPLAINT, AND THE ADJUSTMENT OR DISPOSITION OF THE COMPLAINT. THESE RECORDS SHALL BE KEPT FOR TWO (2) YEARS FROM THE DATE OF THE RESOLUTION OF THE COMPLAINT. IF A WRITTEN COMPLAINT OR A COMPLAINT MADE IN PERSON AT THE UTILITY'S OFFICE IS NOT RESOLVED, THE UTILITY SHALL PROVIDE WRITTEN NOTICE TO THE COMPLAINANT OF HIS RIGHT TO FILE A COMPLAINT WITH THE COMMISSION. IF A TELEPHONE COMPLAINT IS NOT RESOLVED, THE UTILITY SHALL PROVIDE AT LEAST ORAL NOTICE TO THE COMPLAINANT OF HIS RIGHT TO FILE A COMPLAINT WITH THE COMMISSION AND THE ADDRESS AND TELEPHONE NUMBER OF THE COMMISSION.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

OCT 29 1992

DATE OF ISSUE 9 30 92  
Month Day Year

DATE EFFECTIVE 9 30 92 PURSUANT TO 89 KAR 5.011  
Month Day Year SECTION 9(1)

ISSUED BY

Name of Officer

Title

BY:

Address

COMPLAINT REPORT EL \_\_\_\_\_ WA \_\_\_\_\_

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

ACCOUNT NO.: \_\_\_\_\_

How Reported:            In Person            Letter

**Brief Description of Complaint:**

Telephone # \_\_\_\_\_

Other

To be filled in by the meter reader:

### Reading

Leak      Yes      No / Stopped      Yes      No

Comment \_\_\_\_\_

Checked by: \_\_\_\_\_ Date: \_\_\_\_\_

Action Taken:           yes           no

Received by: \_\_\_\_\_

Date: \_\_\_\_\_

Received by: \_\_\_\_\_ Date: \_\_\_\_\_

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

OCT 29 1992

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: [Signature]  
 PUBLISHED BY: [Signature]

FOR ~~WEST PIKE CO AND EAST FLOYD CO~~

P.S.C. Ky. No. 1

ORIGINAL Sheet No. 16

~~SANDY VALLEY WATER DISTRICT~~

Cancelling P.S.C. Ky. No. 1

ORIGINAL Sheet No. 16

RULES AND REGULATIONS

CUSTOMER RELATIONS

THE SANDY VALLEY WATER DISTRICT HAS POSTED ON THE DOOR AND WINDOW THE OFFICE HOURS AND TELEPHONE NUMBERS. ALL OF THE UTILITIES CUSTOMERS CAN CALL OUR BUSINESS PHONE OR EMERGENCY PHONE WITHOUT COST TO THE CUSTOMER. THE UTILITIES CAN CALL THE OFFICE AND TALK TO DONNA BOYD OR PAT LAYNE ABOUT ANY DISPUTES OR PAYMENT PLAN. THE PUBLIC SERVICE COMMISSION MAY ALSO REACH US AT THE\* CONTAINED IN THIS TARIFF.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

OCT 29 1992

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Charles H. [Signature]  
PUBLIC SERVICE COMMISSION

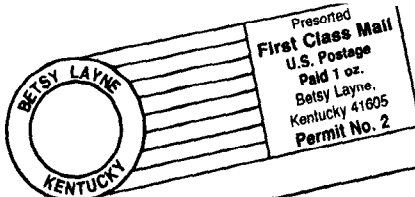
DATE OF ISSUE 9 30 92  
Month Day Year

DATE EFFECTIVE 9 30 92  
Month Day Year

ISSUED BY [Signature]  
Name of Officer

Chairman  
Title Address

**SANDY VALLEY WATER DISTRICT**  
**P.O. Box 127 • BETSY LAYNE, KY 41605**  
**(606) 478-5500**



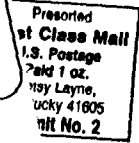
**SERVICE TO:**

SERVICE	PREVIOUS READING	CONSUMPTION	AMOUNT

**MAIL TO:**

--

**PAGE 17.**



BOOK	ACCOUNT	FROM	TO
DUE DATE		PAY AFTER DUE DATE	
		AMOUNT NOW DUE	

**SEE REVERSE FOR IMPORTANT INFORMATION**

BOOK	ACCOUNT	DUE DATE
PAY AFTER DUE DATE		AMOUNT NOW DUE

**RETURN THIS STUB WITH PAYMENT**

BOOK	ACCOUNT	FROM	TO
DUE DATE		PAY AFTER DUE DATE	
		AMOUNT NOW DUE	

**SEE REVERSE FOR IMPORTANT INFORMATION**

BOOK	ACCOUNT	DUE DATE
PAY AFTER DUE DATE		AMOUNT NOW DUE

**RETURN THIS STUB WITH PAYMENT**

**SERVICE CODES**

- WA1 = Residential
- WA2 = Commercial
- FP = Fire Protection
- MI = Miscellaneous
- TX1 = State Sales Tax
- TX2 = County School Tax

**PLEASE RETURN THIS STUB WITH PAYMENT**

This bill is due upon presentation and becomes delinquent 20 days thereafter. A 10 % penalty will be charged after the due date.

There is a reconnection charge if service is disconnected for non-payment.

**PUBLIC SERVICE COMMISSION  
 OF KENTUCKY  
 EFFECTIVE**

**OCT 29 1992**

**PURSUANT TO 807 KAR 5:011,  
 SECTION 9 (1)**

**BY:** *[Signature]*

FOR WEST PIKE CO AND EAST FLOYD

P.S.C. Ky. No. 1

ORIGINAL Sheet No. 18

Cancelling P.S.C. Ky. No. 1

ORIGINAL Sheet No. 18

SANDY VALLEY WATER DISTRICT

RULES AND REGULATIONS

METER TEST RECORDS

THE UTILITY IS MAINTAINING METER TEST CARDS AND COPIES OF METER TEST REPORTS IN THE OFFICE FOR THE COMMISSION OR CUSTOMERS TO REVIEW.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

OCT 29 1992

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: [Signature]  
PUBLIC SERVICE COMMISSION

DATE OF ISSUE 9 30 92  
Month Day Year

ISSUED BY [Signature]  
Name of Officer

DATE EFFECTIVE 9 30 92  
Month Day Year

Chambers  
Title Address

FOR WEST PIKE CO AND EAST FLOYD CO

P.S.C. Ky. No. 1

ORIGINAL Sheet No. 19

~~SANDY VALLEY WATER DISTRICT~~

Cancelling P.S.C. Ky. No. 1

ORIGINAL Sheet No. 19

RULES AND REGULATIONS

LOCATIONS OF RECORDS

ALL RECORDS OF SANDY VALLEY WATER DISTRICT ARE FILED AND AVAILABLE FOR INSPECTION BY COMMISSION.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

OCT 29 1992

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Charles L. Cham  
PUBLIC SERVICE COMMISSION

DATE OF ISSUE 9 30 92  
Month Day Year

DATE EFFECTIVE 9 30 92  
Month Day Year

ISSUED BY E. H. Hester  
Name of Officer

Cham  
Title Address

FOR WEST PIKE CO AND EAST FLOYD CO

P.S.C. Ky. No. 1

ORIGINAL Sheet No. 20

Cancelling P.S.C. Ky. No. 1

**ORIGINAL** Sheet No. **20**

## RULES AND REGULATIONS

## SAFETY PROGRAM

**SANDY VALLEY WATER DISTRICT HAS AN ADEQUATE SAFETY PROGRAM. ALL EMPLOYEES HAVE BEEN INSTRUCTED ON THE HAZARDS AND SAFETY ASPECTS OF WORKING IN AND OUT OF THE OFFICE. THE UTILITY HAS SAFETY MANUAL AND O AND M IN THE OFFICE.**

**PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE**

OCT 29 1992

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: [Signature]  
PULLING OFF

DATE OF ISSUE 9 30 92  
Month / Day / Year

DATE EFFECTIVE 9 30 92  
Month Day Year

ISSUED BY [Signature]  
Name of Officer

Title

Address